

City of Chattanooga, TN
Personnel Class Specification

CLASS CODE 1006

FLSA: Non-Exempt

CLASSIFICATION TITLE: TAX CLERK

PURPOSE OF CLASSIFICATION

The purpose of this classification is to process and collect tax payments and other fees, issue business licenses and permits, processing changes of owner, valuations of property, and statuses.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Answers telephones and greets visitors; provides information and assists public; takes/relays messages; forwards calls as appropriate; answers inquiries into department services; assists visitors and directs to appropriate area; distributes forms.

Performs data entry and clerical duties in performance of department functions.

Calculates, generates, and transmits tax bills and delinquency notices; checks bills and notices against checks received prior to transmittal.

Calculates, verifies, and processes taxes and fees, including stormwater, personalty, license, permit, City sticker and others; processes dismissals on delinquencies as necessary; returns incorrect payments and bills to owners or mortgage companies; posts and processes any payments received in court.

Provides information regarding tax relief to owners; prepares and processes tax relief forms; verifies tax relief information; processes payments for tax relief.

Assists new businesses with applications for licenses and permits; processes license and permit applications; assigns permit numbers; processes gross receipt payments from businesses.

Provides tax information to taxpayers, as well as to title and mortgage companies; provides bankruptcy, lien, and easement information.

Enters mortgage codes of firms requesting bills on tape.

Completes change of address forms; processes changes of address for billings.

Processes warrant reconciliation; reviews account and warrant data; prepares rejection forms if necessary.

Notifies delinquent taxpayers of failure to pay; researches and identifies bankruptcy cases; processes bankruptcy cases and claims; prepares documentation for and processes municipal liens.

Processes and types motions and orders for court filing and City Tax Sale; prepares and sends court payment packages; notifies title companies of parcels needing title searches; sends lien-holder notices on Tax Sale parcels; verifies title searches; approves title search payments; adds court costs to Tax Sale parcels as they accrue; prepares City Tax Sale statements and transmits to County; requests County Tax Sale statements for City; checks, stamps, and files statements; processes payments and dismisses Tax Sale parcels as they are paid; publishes list of Tax Sale parcels; verifies and processes orders on all parcels sold; types, files, processes and transmits documents regarding sale to interested parties.

Assists with processing bad checks.

Balances and reconciles cash against payment documents; opens and secures monies in vault as needed; prepares collections report on revenues collected.

Receives and processes collections reports and funds from all City departments, reconciling each; calculates breakdowns for each report.

Processes assessment updates; processes reductions through Error and Reduction; processes increases through Pick Up; processes refunds where necessary, making necessary changes and updating appropriate departments.

Processes and distributes property tax and stormwater fee overpayments; submits overpayments to accounting for refunds; mails refunds to customers.

Prepares, types, or generates a variety of correspondence and related documents in performing department functions.

Prepares periodic reports on department related items.

Processes expense reports.

Maintains and updates files; retrieves files; archives and purges files and records as necessary.

Sorts and distributes incoming mail and facsimiles; prepares and sends outgoing mail, facsimiles, and parcels.

Maintains computer and office equipment as needed; maintains office materials and supplies as required.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by one (1) to two (2) years previous experience and/or training involving taxes or bookkeeping; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.